

PERFORMANCE REQUIREMENTS SUMMARY MATRIX

Objective	Standard	Acceptable Quality Level	Monitoring	Incentives
Quality of Service: The Contractor shall complete assigned documentation in accordance with the format and accuracy standards prescribed by the requestor in the PWS and in accordance with the directives listed in Section 4.0 Applicable Directives or Documents, where appropriate.	100% current, accurate and complete deliverables	At least 95% current, accurate and complete deliverables	See QASP	CPARS
Schedule— -The Contractor shall meet the deadline set forth by the requestor . - For any documentation reviewed and found to be incomplete or insufficient, the Contractor shall apply corrective actions within the deadline required by the requestor.	Satisfactory completion of deliverables and/or corrective actions before or at the required deadline	Satisfactory completion of deliverables and/or corrective actions within 2 days after required deadline	See QASP	CPARS
Cost Control— The Contractor shall deliver all contractual requirements within the estimated cost in proportion to the number of direct labor hours expended.	Actual cost shall not exceed 100% of estimated cost in proportion to the number of direct labor hours expended	Actual cost shall not exceed 99% of estimated cost in proportion to the number of direct labor hours expended	See QASP	CPARS
Business Relations- The Contractor shall effectively coordinate with the Government all activities needed to execute the contract requirements. Any problems identified by the requestor shall be resolved by the Contractor in a timely manner and to the satisfaction of the requestor.	Notification of problems and mutual agreement on all corrective actions within 0 days of occurrence	Notification of problems and mutual agreement on all corrective actions within 2 days of occurrence	See QASP	CPARS
Management of Key Personnel-- The Contractor shall match the qualifications of the key personnel as described in the contract. In the case of any personnel replacement, the Contractor shall meet the qualifications of the personnel as described in the contract schedule.	Key personnel qualifications comply with contract requirements. Key personnel and non-key personnel replacement provided within 0 days.	Key personnel qualifications comply with contract requirements. Key personnel and non-key personnel replacement provided within five days.	See QASP	CPARS
Utilization of Small Business—	N/A.	N/A	N/A	N/A

